



2010 Annual Tenant Survey

139 DHA
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Thank you!

Thank you for taking part in our 2010 Annual Tenant Survey. We received more than 3,000 responses from tenants living for 12 months or longer in a Service Residence and over 500 from tenants receiving Rent Allowance.

Congratulations to the winners of the \$500 Coles-Myer gift voucher who are currently living in Ipswich, Queensland (they did not wish to be identified).

Who responded to the survey?

The survey participants had the same mix of members from each service as in the wider population and were also similar in terms of gender and the type of property being occupied. The group was more senior in rank and from higher age groups than the wider population of Defence members who had been living in a Service Residence for over one year. However, the group is considered to be a good representation of the Defence community. This, and the fact that the group is large, means that survey results reflect what our Defence members generally think.

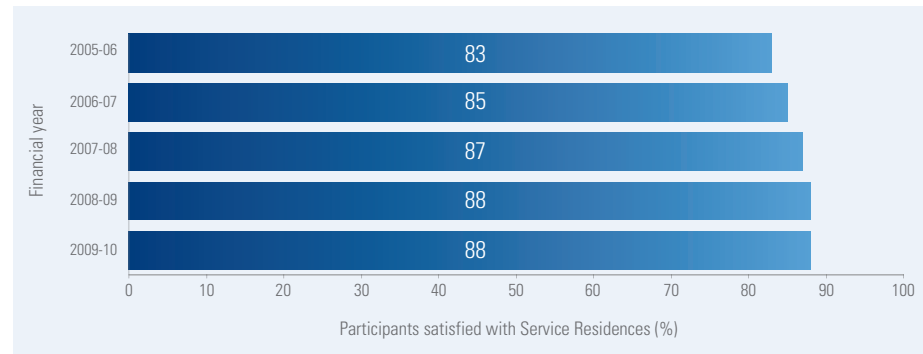


Results

You told us that you remain satisfied with your Service Residences. Tenants living in Brisbane were most satisfied and those in Darwin/Tindal were the least satisfied.

Tenants were more likely to be satisfied with newer properties. So it is very clear that you love a new home!

Figure 1: Trend in satisfaction with Service Residences



We asked you to rate your satisfaction with a number of characteristics relating to your property. Focussing on satisfaction alone, you told us...

You were most satisfied with:

- › distance to shops
- › distance to childcare
- › distance to schools
- › distance to recreational areas
- › number of bedrooms, and
- › distance to work for the serving member.

You were least satisfied with:

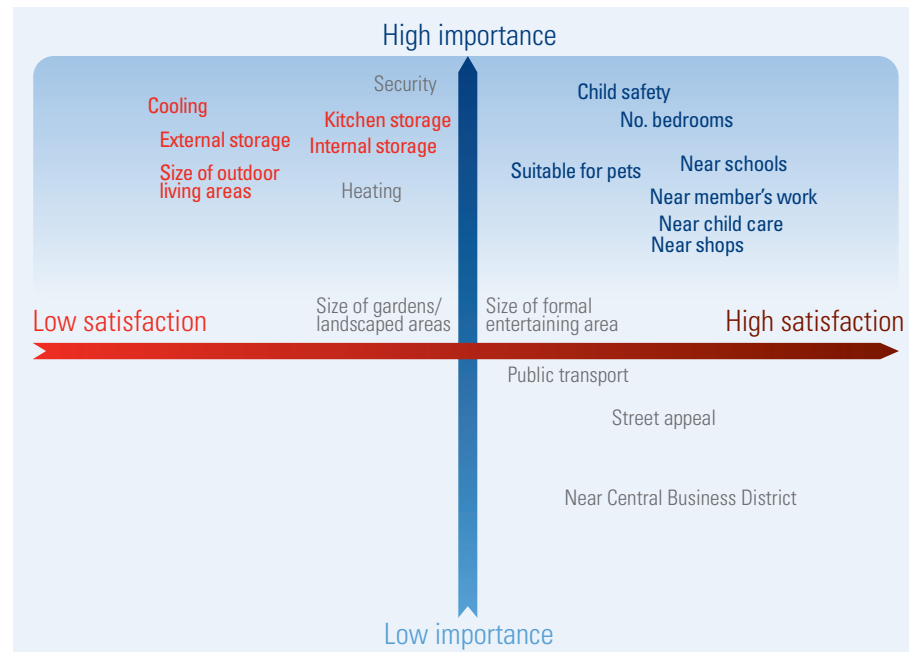
- › cooling of the home
- › amount of storage in garage/carport/shed
- › size of outdoor living areas
- › heating of the home
- › size of landscaped areas, and
- › amount of storage space inside the house, excluding the kitchen.

When we analyse satisfaction, we take into account the degree of importance that you assign to each item. Things that are important to you but with which you are less satisfied need attention. This information allows DHA to target resources towards the things that matter to you.

You indicated that DHA has addressed key property characteristics such as child safety, proximity to workplaces and schools, and suitability for pets. You also told us that cooling, storage and the size of the outdoor living areas could be improved.

The feedback from Defence members receiving Rent Allowance (RA) was similar so these issues seem to be common in the wider community.

Figure 2: Satisfaction as it relates to importance of property characteristics

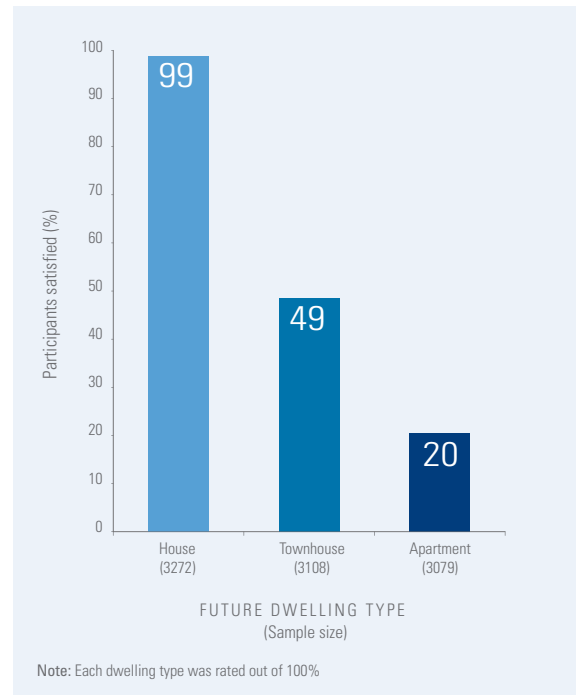


What types of homes do you like?

Nationally, 99% of survey participants reported that you would be satisfied with a house, 49% with a townhouse and 20% would be satisfied with an apartment. A much higher proportion was seen in Sydney where 65% of tenants would be happy to live in a townhouse.

People without pets and with fewer dependants told us you were more likely to be happy with townhouses and apartments. Families with Special Needs were less likely to be satisfied with townhouses or apartments. Tenants with adult dependants were more likely to be satisfied with a townhouse or an apartment.

Figure 3: Your opinion on future dwelling types



What do you think of our customer service?

82% of survey participants were satisfied with our customer service as part of the property inspection process. You let us know that we need to work on improving follow-up on maintenance requests and providing feedback to tenants after inspections. You also told us that our staff are courteous and helpful.



What are we doing to improve things?

You told us you wanted better cooling.

We have commenced a project on behalf of the Department of Defence to improve cooling systems across Australia. This will add or improve cooling to over 3,000 houses in Defence priority locations. The project is funded by Defence and managed by DHA in a planned and co-ordinated manner to ensure the best use of Commonwealth funds and the best outcomes for you. More information about the project can be found on our website: www.dha.gov.au/aircon

You told us you didn't love some of our houses in Tindal and Darwin. We are working on a major project to upgrade older, on-base homes at RAAF Base Tindal and build an additional 50 new houses. We also have a program planned to renovate and upgrade some of the existing houses off-base in Katherine.

In Darwin, older on-base housing at Defence Establishment Berrimah and RAAF Base will be replaced with modern off-base housing. A project is also underway to build 97 new homes at Larrakeyah and upgrade the remaining 50 or so houses.

You told us we could improve our maintenance services across Australia.

We are now implementing a series of initiatives aimed at providing better response times to requests for maintenance works. We also aim to provide you with better feedback on the status of maintenance requests and more consistent service provision across Australia.

Do you prefer Service Residences or Rent Allowance?

The overwhelming majority of participants (72% of 3,091) reported a preference for living in a Service Residence to living in a property under Rent Allowance. The main reasons for this preference are:

- > suitable properties
- > our maintenance service, and
- > the moving out process.





Contact us

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